

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Currently Amended) A computer-implemented method of updating an electronic schedule, comprising:

statistically analyzing a collection of data representing historical interactions with a plurality of previous ~~potential buyers~~ customers including at least one non-purchaser;
developing at least one recommended action item to be taken with respect to a current customer ~~potential buyer~~ based on results of the statistical analysis; and
automatically updating an electronic schedule with at least one task representing the at least one recommended action item.

2. (Original) The computer-implemented method of claim 1, further comprising the steps of:

developing more than one recommended action item; and
automatically updating the electronic schedule with more than one task, wherein the electronic schedule is updated with a task that corresponds to each of the recommended action items.

3. (Currently Amended) The computer-implemented method of claim 1, wherein statistically analyzing a collection of data representing historical interactions with a plurality of previous customers ~~potential buyers~~ further comprises:

statistically analyzing a collection of data representing historical interactions with a plurality of previous customers ~~potential buyers~~ that include at least one purchaser and at least one non-purchaser.

4. (Currently Amended) The computer-implemented method of claim 1, wherein developing at least one recommended action item to be taken with respect to a current customer ~~potential buyer~~ based on results of the statistical analysis further comprises:

developing at least one recommended action item to be taken with respect to a current customer ~~potential buyer~~ based on at least one rule that is applied to the collection of data representing historical interactions with the plurality of previous customers ~~potential buyers~~.

5. (Currently Amended) The computer-implemented method of claim 1, wherein developing at least one recommended action item to be taken with respect to a current customer ~~potential buyer~~ based on results of the statistical analysis further comprises:

developing at least one recommended action item to be taken with respect to a specific current customer ~~potential buyer~~ based on a determination that the collection of data representing historical interactions with the plurality of previous customers ~~potential buyers~~ shows that the specific current customer ~~potential buyer~~ has not been contacted for a predetermined amount of time.

6. (Currently Amended) The computer-implemented method of claim 1, wherein statistically analyzing a collection of data representing historical interactions with a plurality of previous customers ~~potential buyers~~ further comprises:

determining at least one pattern demonstrated by a group of the plurality of previous customers ~~potential buyers~~.

7. (Currently Amended) The computer-implemented method of claim 6, wherein determining at least one pattern demonstrated by a group of the plurality of previous customers ~~potential buyers~~ further comprises:

determining at least one trend based on environmental data characteristics.

8. (Currently Amended) The computer-implemented method of claim 7, wherein determining at least one trend based on environmental data characteristics further comprises:

determining at least one trend based on an environmental data characteristic selected from the group consisting of product type, product cost, ~~potential buyer's~~ customer target cost, ~~potential buyer's~~ customer gender, ~~potential buyer's~~ customer age, salesperson's gender, the weather, and salesperson's age.

9. (Original) The computer-implemented method of claim 1, further comprising automatically rescheduling the task if it is not performed as scheduled.

10. (Original) The computer-implemented method of claim 1, further comprising automatically re-assigning the task if it is not performed as scheduled.

11. (Original) The computer-implemented method of claim 1, wherein determining the recommended action item includes selecting an appropriate task type.

12. (Original) The computer-implemented method of claim 11, wherein determining the recommended action item includes selecting an appropriate task type selected from the group consisting of sending flowers, sending an email, contacting by telephone, sending a gift, sending a newsletter and sending a gift certificate.

13. (Original) The computer-implemented method of claim 1, wherein determining the recommended action item includes selecting a timing and frequency for the at least one task.

14. (Currently Amended) The computer-implemented method of claim 1, wherein statistically analyzing a collection of data representing historical interactions with a plurality of previous customers ~~potential buyers~~ further comprises:

statistically analyzing a collection of data representing historical interactions between a single sales entity and a plurality of previous customers ~~potential buyers~~.

15. (Currently Amended) The computer-implemented method of claim 1, wherein statistically analyzing a collection of data representing historical interactions with a plurality of previous customers ~~potential buyers~~ further comprises:

statistically analyzing a collection of data representing historical interactions between a plurality of sales entities and a plurality of previous customers ~~potential buyers~~.

16. (Currently Amended) The computer-implemented method of claim 1, wherein statistically analyzing a collection of data representing historical interactions with a plurality of previous customers ~~potential buyers~~ further comprises

statistically analyzing a collection of data that has been stripped of client confidential information and represents historical interactions between a plurality of sales entities and a plurality of previous customers ~~potential buyers~~.

17. (Currently Amended) A computer-implemented method of assigning and performing tasks based on statistical analysis, comprising:

statistically analyzing a collection of data representing historical interactions with a plurality of previous customers ~~potential buyers~~ including at least one non-purchaser;
developing at least one recommended action item to be taken with respect to a current customer ~~potential buyer~~ based on results of the statistical analysis; and
performing a task that corresponds to the at least one recommended action item.

18. (Original) The computer-implemented method of claim 17, wherein performing a task that corresponds to the at least one recommended action item further comprises:
performing the task in response to a user directive.

19. (Original) The computer-implemented method of claim 17, wherein performing a task that corresponds to the at least one recommended action item further comprises:
automatically performing the task.

20. (Currently Amended) A system for assigning and performing tasks based on statistical analysis, comprising:

means for statistically analyzing a collection of data representing historical interactions with a plurality of previous customers ~~potential buyers~~ including at least one non-purchaser;

means for developing at least one recommended action item to be taken with respect to a current customer ~~potential buyer~~ based on results of the statistical analysis; and

means for performing a task that corresponds to the at least one recommended action item.